



Washington
Secretary of State
SAM REED

PRODUCTIVITY BOARD
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AGENDA

WASHINGTON STATE PRODUCTIVITY BOARD

Office of the Secretary of State
Legislative Building
October 2, 2009
10:00 – 11:00 AM

- Welcome & Introductions – Board members, staff and audience
- Approval or Correction of Minutes (*September 4, 2009*)
- Monthly Staff Update --Tracy Workman
- Adopts (*Pink report**)
--Reviewer: Roselyn Marcus
- Employee Suggestion Non-Adopts (*Blue report**)
--Reviewer: Brian Sonntag
- Adjournment

**If you have questions regarding the Employee Suggestions please contact Shad Bell at 360.704.5212 or for TIP, contact Philip Kerrigan at 360.704.5259.*



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Productivity Board Meeting Minutes
September 4, 2009

WELCOME & INTRODUCTIONS

Sam Reed called the meeting to order at 10:05 a.m., welcomed all in attendance and began the round of introductions of board members, staff and guests.

ATTENDANCE

Board Members present: Sam Reed, Linda Villegas Bremer, Mike Kerschbaum, George Masten, Wanda Riley, Brian Sonntag and Scott Turner

Board Members absent: Kathleen Brockman, Roselyn Marcus and Terry Teale

Staff present: Shad Bell, Philip Kerrigan, and Tracy Workman

Guests present: Sandra George, Department of Retirement Systems

APPROVAL OF MINUTES

The Board reviewed, moved, seconded, and voted unanimously to approve the August 7, 2009 minutes as written.

MONTHLY UPDATE

Tracy Workman reported the Productivity Board ended fiscal year 2009 as the best since 2006 with \$3,182,201 in savings. Six Teamwork Incentive Program (TIP) teams were approved by the board, the most since 2004 along with 482 suggestions received, the most since 1995.

The marketing efforts with the Office of the Secretary of State are being wrapped with a contest what runs through September. The Department of Labor and Industries will be the next agency targeted for marketing.

Philip Kerrigan completed the latest edition of Smart Government, featuring the Secretary of State marketing campaign along with Megan Renick who is the first employee to lead two different TIP teams that were recognized by the board at the same meeting.

EMPLOYEE SUGGESTION ADOPTS

Linda Villegas Bremer reviewed and reported that she concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the board voted unanimously to accept agency recommendations.*

EMPLOYEE SUGGESTION NON-ADOPTS

George Masten reported that he concurred with the agency evaluations and recommended approval. It was moved, seconded, and *the Board voted unanimously to accept agency recommendations.*

OTHER BUSINESS

Tracy Workman presented the board with the new policy on Multiple Agency TIP teams for review. With a few minor changes, it was moved, seconded, and *the board voted unanimously to adopt the new policy.*

NEXT BOARD MEETING

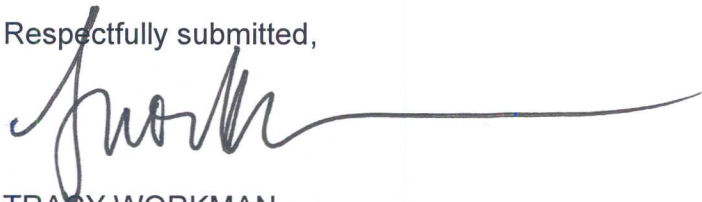
The next Board meeting is scheduled for October 2, 2009 in the Office of the Secretary of State, Legislative Building at 10:00 AM.

- **Reminder:** The reviewers for October are Brian Sonntag and Roselyn Marcus. *Both will also review any Appeals and Teamwork Incentive Program applications presented.*

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:40 a.m.

Respectfully submitted,

A handwritten signature in dark ink, appearing to read 'Tracy Workman', followed by a long horizontal line extending to the right.

TRACY WORKMAN
Special Programs Manager
TW/ds 09/10/09

Washington State Productivity Board

ADOPT REPORT

October, 2009

Department of Corrections

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
Entry Date:	William McNeil	Yakima	Recognition
200900352			
Jul2009			
<hr/>			
<i>Savings/Desc</i>			
<i>Suggestion:</i>	The Department of Corrections (DOC) should use the Ahtanum View Corrections Center (AVCC) as a mid-way point for exchanging offenders.		
<i>Evaluation:</i>	This is a very good suggestion. The agency has talked for years about the need to purchase or lease land in Ellensburg to build "meeting place" for transport buses transporting offenders to/from the East and West sides. Building a secured sally-port area at Ahtanum View Corrections Center is an excellent answer. Because savings cannot be associated with the suggestion a recognition award is recommended.		

Department of Health

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
Entry Date:	Carri Comer	Olympia	\$86.76
200900360			
Jul2009			
<hr/>			
<i>Savings/Desc</i>	\$868.00		
<i>Suggestion:</i>	The Department of Health (DOH) should replace the paper used for ID cards with a less expensive card stock.		
<i>Evaluation:</i>	Based on inventory of previous order and query of data system eligibility begin dates, the program uses up to 500 cards per month. First year cost savings are estimated to be \$867.60. A recognition award is recommended for the suggester.		

Department of Transportation

<i>Suggestion Number</i>	<i>Suggester Name:</i>	<i>City:</i>	<i>Award:</i>
Entry Date:	Barbara Rasaie	Seattle	\$130.00
200900075			
Feb2009			
<hr/>			
<i>Savings/Desc</i>	\$1,307.00		
<i>Suggestion:</i>	The Department of Transportation should install automatic paper towel dispensers in restrooms.		
<i>Evaluation:</i>	After investigation the idea, we determined that DOT would have a first year savings of \$1,307.40		

Washington State Productivity Board

NON-ADOPT REPORT

October, 2009

Department of Corrections

Suggestion Number *Entry Date:*

200900268 May2009

Suggestion: The Department of Corrections (DOC) should purchase prepaid minutes for employees who use cell phones only occasionally instead of paying for minutes that are not used.

Evaluation: Pre-paid programs require intense management to insure continuous and reliable service. Administrative overhead costs would reduce or eliminate anticipated savings. Under the Western States Contracting Alliance (WSCA), participating cellular providers offer low cost plans for minimal use phones without adding additional overhead expenses.

Department of Corrections

Suggestion Number *Entry Date:*

200900350 Jul2009

Suggestion: The Department of Corrections (DOC) should purchase computer monitors instead of leasing them.

Evaluation: Not a new idea. This suggestion was first introduced in September 2004 and was not adopted due to concerns about staff time required to support and replace the monitors as well as warranty issues past the initial purchase period. While this suggestion has some merit, due to budget constraints, leasing is still the better option.

Department of Corrections

Suggestion Number *Entry Date:*

200900366 Jul2009

Suggestion: The Department of Corrections should build servers equipped with Fusion IO's ioDRIVE or ioDRIVE DUO card(s) for increased transactional processing and boosting of application performance.

Evaluation: Solid State Storage (SSD) currently costs roughly 10x more per gigabyte than standard HDDS as currently used. DOC will continue to monitor this emerging technology and may implement SSD technology at some point in the future depending on the cost, reliability and industry direction.

Department of Labor & Industries

Suggestion Number *Entry Date:*

200900302 Jun2009

Suggestion: The Department of Labor & Industries (L&I), Vocational Services (VS), should contract with a third party for assistance in reviewing claims and making recommendations.

Evaluation: The system currently offers the solution identified in this suggestion: Use vocational professionals to provide input on when a worker is ready for vocational services. This option was recently reinforced through training provided to all Claims staff on the topic of vocational referrals.

Department of Labor & Industries

<i>Suggestion Number</i>	<i>Entry Date:</i>
200900334	Jul2009
<i>Suggestion:</i>	The Department of Labor & Industries (L&I) should change the data feed they receive from Department of Licensing with the Master Business Application information to include the North American Industry Classification System (NAICS) code.
<i>Evaluation:</i>	While the risk class is conceptually similar to the NAICS code, it is very different. The agency has recently embarked on a technological strategy to reduce backlog.

Department of Social & Health Services

<i>Suggestion Number</i>	<i>Entry Date:</i>
200800446	Sep2008
<i>Suggestion:</i>	The Department of Social and Health Services (DSHS) should update the narrative screens in ACES (which feeds over into Aces-on-line) to include a one-character field to the left of the regular narrative. If left blank, this field would do nothing. However, if marked, the system would recognize that particular narrative as a "priority" narrative instead of having it buried in chronological order as it is now.
<i>Evaluation:</i>	There is already an indicator in barcode for this purpose. A field could be added to the ACES system in theory, but it would be costly and redundant.

Department of Social & Health Services

<i>Suggestion Number</i>	<i>Entry Date:</i>
200900305	Jun2009
<i>Suggestion:</i>	The Department of Social and Health Services should number the boxes on benefit application forms in languages other than English to quickly identify which benefits are being requested.
<i>Evaluation:</i>	After consultation with Policy staff, it is not believed this suggestion would improve the ability to screen non-English applications. The entire application must be translated to fully understand the applicant's needs.

Department of Social & Health Services

<i>Suggestion Number</i>	<i>Entry Date:</i>
200900379	Aug2009
<i>Suggestion:</i>	The Department of Social and Health Services (DSHS) should have the employees of the regional call service centers and the working connection child care centers telecommute.
<i>Evaluation:</i>	Not a new idea. A telecommute project was conducted in 2008. While computer connectivity is possible from home without considerable cost, the connection to the call center system is not possible. The availability and feasibility of working from home will be considered on a case by case basis.

Department of Social & Health Services

Suggestion Number

Entry Date:

200900386

Aug2009

Suggestion: The Department of Social and Health Services (DSHS) should give clients the choice to manage their benefits electronically.

Evaluation: Not a new idea. This suggestion replicates one of the already approved Service Delivery Review initiatives.

Department of Social & Health Services

Suggestion Number

Entry Date:

200900363

Jul2009

Suggestion: The Department of Social and Health Services (DSHS), Division of Vocational Rehabilitation (DVR), should create a button in STARS titled Authorization for payment request that sends a message to the chosen Rehabilitation Technician.

Evaluation: Each caseload has several Rehabilitation Technicians assigned to support it, thus STARS will not know who to send the information to which would require designation each and every time. It is also not good business practice to use an automated button to authorize service and payment without reviewing the records for completeness and accuracy. In addition, current technology being used for development tools does not support implementation of a button within the screen mentioned.